



## **Community Benefit Report 2016**

for Goleta Valley Cottage Hospital

Santa Barbara Cottage Hospital

Santa Ynez Valley Cottage Hospital

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## EXECUTIVE SUMMARY

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Cottage Health is a not-for-profit organization, comprised of Goleta Valley Cottage Hospital (GVCH), Santa Barbara Cottage Hospital (SBCH), and Santa Ynez Valley Cottage Hospital (SYVCH). Cottage Health serves the communities' acute care needs and identifies and addresses community health needs. This document provides an update on Cottage Health's community benefit programs and results in 2016.

Cottage Health completed a tri-annual Community Health Needs Assessment in 2016, which is detailed later in this report and available at <https://www.cottagehealth.org/population-health/community-health-needs-assessment/>. The assessment identified 5 priority health areas:

- Access to Care
- Chronic Conditions
- Food Insecurity
- Housing Insecurity
- Mental Health

Community benefit includes charity care, government shortfalls, health education and research, and benefits for vulnerable populations and the broader community, which totaled more than \$218 million in 2016.

### Medical Care Services

Cottage Health has provided outstanding medical care to the communities we serve for more than 125 years. Together our hospitals — in Santa Barbara, Goleta, and the Santa Ynez Valley — provide a range and quality of services found only in the best hospitals in the country. Because there is no Santa Barbara County public hospital, Cottage Health provides the great majority of acute care to our region's financially vulnerable population, for which reimbursement does not cover the costs. These programs go beyond the legal requirements for providing emergency care and include a growing commitment to provide medically necessary, but non-emergent services to patients who can't afford to pay for the hospital care they need.

### Benefits for Vulnerable Populations & the Broader Community

Cottage Health addresses the priority health needs identified in the 2016 Community Health Needs Assessment through community programs hosted internally, collaborations with community organizations, and a commitment to health education and research.

### Future Direction

With a new focus on population health, Cottage Health will continue to serve the community through these long-standing community benefit strategies, while seeking opportunities to align these efforts with broader initiatives addressing priority areas identified in the Community Health Needs Assessment. Through this approach, Cottage Health will prioritize, select, implement and evaluate interventions addressing root causes and improving the health of the community in sustainable ways.

## OVERVIEW OF THE COMMUNITY & COTTAGE HEALTH

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### About Cottage Health

Established in 1888, the not-for-profit Santa Barbara Cottage Hospital opened its doors in 1891. Also established as not-for-profit acute care providers, Goleta Valley Cottage Hospital and Santa Ynez Valley Cottage Hospital both opened their doors in 1964 as Valley Hospital of Santa Barbara and Santa Ynez Valley Community Hospital, respectively. In 1996, these three hospitals formally affiliated to form Cottage Health. The visionary leadership of all three hospitals' voluntary Boards of Directors has ensured uninterrupted acute care and outpatient services for the South Coast, Goleta Valley, Santa Ynez Valley, and surrounding communities for more than 20 years.

Through this affiliation, the Santa Barbara Cottage Hospital Board of Directors became the Cottage Health Board of Directors, and several former board members of Valley Hospital of Santa Barbara and Santa Ynez Valley Community Hospital became members of the Cottage Health Board. The Cottage Health Board sets the strategic direction and fiscal priorities for the entire organization. The Board's constant focus is on compassionate patient care, high quality healthcare services and fiscal soundness.

In addition high quality acute care and outpatient services, Santa Barbara Cottage Hospital and Goleta Valley Cottage Hospital also serve as regional referral centers for multiple advanced medical programs. SBCH's specialized service lines include Cottage Children's Medical Center and its Grotenhuis Pediatric Clinics; Cottage Rehabilitation Hospital; Level II Trauma Center and Level II Pediatric Trauma Center; and Certified Level II Stroke Program. Goleta Valley Cottage Hospital's advanced services consist of the Ridley-Tree Center for Wound Management, the Breast Imaging Center and Maxillofacial Surgery Program.

Santa Ynez Valley Cottage Hospital is a federally-designated Critical Access Hospital serving the rural communities of the Santa Ynez Valley. It offers inpatient care, emergency services, and multiple outpatient services, including radiology, digital mammography, laboratory services, and a cardiac rehabilitation program.

Cottage Health's medical staff of more than 600 physicians sees patients at all three hospitals. Many of these physicians are involved in the training and education of new physicians in SBCH's internal medicine, general surgery and radiology residency programs. In 2016,

- SBCH admitted 17,625 patients. The hospital's primary service area is the South Coast (66%) and secondary service area is North County (20%). Five percent of patients reside in Ventura County; and 4% in San Luis Obispo County. The remaining 5% of patients are from greater California and out-of-state. The hospital saw 48,650 emergency department visits and 78,769 outpatient visits.
- GVCH's service area is similar to SBCH's. Of the 1,663 admitted patients, 69% reside on the South Coast; 14.5% in North County; 4% in Ventura County, and 3% in San Luis Obispo County. The remaining 9.5% are from greater California or outside the state. The hospital saw 20,944 emergency department visits and 26,793 outpatient visits.
- Eighty-three percent of patients admitted to SYVCH reside in the Santa Ynez Valley; 11% are from the rest of North County; almost 2% are from the South Coast, San Luis Obispo County, and

Ventura County; and 4% are from greater California or outside the state. SYVCH saw 8,570 emergency department visits and 19,016 outpatient visits. It also admitted 259 patients.

In support of their core responsibilities within the region's healthcare continuum, Cottage Health's hospitals maintain cooperative relationships with the Lompoc Healthcare District, Marian Medical Center, Sansum Clinic and its affiliated Cancer Center of Santa Barbara, Santa Barbara Neighborhood Clinics, physician practices, government agencies, home health agencies, hospice services, and long-term care providers. Many of these relationships and organizational partnerships are detailed in this report.

## About Santa Barbara County

### Geography

With a population of 444,769 (U.S. Census 2015), Santa Barbara County encompasses 2,750 square miles of land and inland water area. Much of the county is mountainous. The Santa Ynez, San Rafael and Sierra Madre mountains extend in a predominately east-west direction. Within the county, there are numerous fertile agricultural areas, including the Santa Ynez, Lompoc, Santa Maria, and Cuyama Valleys, and the southeast coastal plain. These areas, which include most of the developed land, also accommodate the majority of the population. Los Padres National Forest, in the eastern part of the county, covers approximately 44% of the total county area. "North County" refers to the area west and north of Gaviota, and includes the Santa Ynez, Lompoc, Santa Maria, and Cuyama valleys. "South County" refers to the Goleta, Santa Barbara, and Carpinteria coastal plain. Together, Santa Barbara, San Luis Obispo, and Ventura Counties comprise the Central Coast tri-counties region.

### Demographics

Sixty-eight percent of the population in the county lives in five North County cities and three South County cities: **North County:** Santa Maria (105,093); Lompoc (44,164); Guadalupe (7,318); Solvang (5,741); Buellton (5,082). **South County:** Santa Barbara (91,842); Goleta (30,944); Carpinteria (13,727). The majority of the remaining 32% of the population resides in unincorporated areas surrounding these cities: **Santa Maria:** Orcutt, Cuyama; **Lompoc:** Burton Mesa, Casmalia, Vandenberg Village; **Solvang/Buellton:** Gaviota, Los Alamos, Los Olivos, Santa Ynez; **Goleta:** Eastern Goleta Valley, Isla Vista; **Santa Barbara:** Montecito; **Carpinteria:** Summerland. (U.S. Census 2015)

By race, 77.8% of residents self-identify as White; 2.8% Black/African American; 2.1% American Indian/Alaska Native; 6.7% Asian; 0.6% as Hawaiian/Pacific Islander; 14.5% some other race. Of the total population, 44.1% are Hispanic/Latino by ethnicity. (U.S. Census 2015)

Between 2010 and 2015, the county's population increased by 1% per year, on average. The majority of population growth is in the North County. Growth in the South County is limited because of restrictions on new housing development. (Santa Barbara County Economic Forecast, March 2017).

## Economy

According to 2015 U.S. Census data, Santa Barbara County's median income is \$63,589. Within the tri-counties region, Santa Barbara County's median income is below Ventura County's (\$77,348), and slightly higher than San Luis Obispo County's (\$60,691).

The county's economy has expanded at a strong pace during most of the period since 2011, achieving a full recovery from the recession by 2014. The current unemployment rate is 4.76%, which is lower than the State's 4.91% unemployment rate and higher than the 4.46% national average. (HUD PR&R Housing Market Profiles for Santa Barbara County, 2017)

The 2017 UCSB Economic Forecast reports a workforce population of 204,168. The six top employment sectors account for 78% of employment clusters: Government (18.9%); Leisure and Hospitality (13.9%); Educational and Health Services (13.2%); Manufacturing (11.3%); Professional and Business Services (10.8%); and Farming (10%). During the three months ending April 2016, nonfarm payrolls<sup>1</sup> averaged 184,100 jobs, an increase of 4,900 jobs, or 2.7 percent, compared with the number of jobs during the same 3-month period in 2015, resulting from growth in 9 of the 11 sectors. That level of growth is among the highest since 2000 and surpassed the peak in 2005, when payrolls grew by 3,000 jobs, or 1.8 percent.

The HUD PD&R Market Profiles makes note of the expansion of medical services under the newly completed Goleta Valley Cottage Hospital and the soon to be completed Santa Barbara Cottage Hospital. The Profiles also references the importance of Cottage Health as an employer in the county, noting that employment announcements for registered nurses remained the highest among all employment types in the Santa Barbara metropolitan area, totaling approximately 390 jobs as of April 2016. (California Employment Development Department)

## Poverty

The 2015 poverty rate for Santa Barbara County is 16.3%, which is slightly higher than the State of California's rate of 15.3% rate. Undocumented workers are not counted in official statistics, so the poverty rates in certain areas of the county are likely to be higher than portrayed (U.S. Census American Community Survey 2011 – 2015).

In 2013, a study of poverty in Santa Barbara County was conducted. "High poverty tracts" are defined as census tracts in which 20 percent or more of individuals are living below 100 percent of the federal poverty level. Using this definition, Santa Barbara County's high poverty areas are located within the cities of Santa Barbara, Santa Maria, Lompoc, and Isla Vista. Although Guadalupe and Carpinteria do not meet the 20 percent high poverty threshold used in this report, they have significant numbers of residents struggling economically and display other indications of financial distress (e.g. high rates of benefits usage, and overcrowding) (2013 Snapshot of Poverty in Santa Barbara County).

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<sup>1</sup> Farmworker payrolls are evaluated separately, usually in the context of employment at or below the federal poverty level (Central Coast Alliance United for a Sustainable Economy, Raising Up Farmworkers Santa Barbara County, September, 2015).

## Housing

The county's temperate climate and proximity to the Pacific Coast make it a popular tourist destination and desirable place to live within Southern and Central California. Additionally, the nutrient-rich soil, particularly in the Santa Maria and Santa Ynez Valleys, has supported growth in wine production, drawing high net-worth residents and a substantial tourist industry.

Because of its desirability, the county is known for its high rental and home ownership prices. The high cost of housing causes significant financial strain on residents. More than 25% of the county's 90 census tracts have a majority of residents who spend more than 30 percent of their income on housing. These residents are known as "housing cost-burdened" by federal standards. Also, there are numerous census tracts across the income spectrum where 50 percent of residents experience a housing cost burden. (Snapshot of Poverty in Santa Barbara County, 2013)

The cost of housing is further increased because of the inadequate supply of housing stock. The Santa Barbara County Association of Governments forecasts a minimum deficit in housing stock for very low, low, moderate, and middle income residents at 11,030. (Regional Growth Forecast 2010-2040).

## Community Health Needs Assessment (CHNA)

Cottage Health conducted a Community Health Needs Assessment in 2016 to analyze and describe Santa Barbara County's most pressing health needs. The 2016 CHNA describes the well-being of Santa Barbara County's residents and selected social determinants of their health, with comparisons to California's health profile as a whole. It also connects selected health indicators for Santa Barbara County to the goals or targets in *Healthy People 2020 (HP 2020)*, the national planning document created every 10 years by the U.S. Department of Health and Human Services.

The complete 2016 CHNA can be found at <https://www.cottagehealth.org/population-health/community-health-needs-assessment/>.

## Data Sources

To obtain data for the report, Cottage Health conducted a telephone survey with approximately 2,500 community members and a Listening Tour with more than 230 individuals who represent the broad interests of the community, including medically underserved, low-income, and vulnerable populations. Secondary data were also obtained from existing online sources.

### Health Data

Cottage Health contracted with ICF, an international consulting firm with extensive experience in survey methodology, analysis, and reporting. ICF used two data sources for the CHNA: a telephone survey designed specifically for this effort and existing health and demographic data (such as U.S. Census data) already collected for the County, State of California, and U.S. The telephone survey, conducted in the summer of 2016, obtained data from Santa Barbara County adults ages 18 and older. A group of trained interviewers contacted randomly selected residents and asked a series of questions based on the Behavioral Risk Factor Surveillance System (BRFSS) survey instrument, created by the Centers for Disease Control and Prevention (CDC). The survey was modified to include questions related to the

social determinants of health such as housing, income, and safety. ICF weighted the data to make sure that survey results were representative of county demographics, such as age, race/ethnicity, and gender, and then analyzed data to determine relationships among the various health indicators.

### ***Community Perspectives: Cottage Health Listening Tour***

The Listening Tour solicited input from a wide array of community members and leaders, including public health officials, health providers, nonprofit workers, Cottage Health employees, government leaders, and business owners. These participants identified significant health needs in the community and were introduced to Population Health at Cottage Health. In total, more than 230 individuals participated in the Listening Tour through 20 focus groups conducted from June through August 2016.

## **Results**

Based on results from the phone survey, secondary data analysis, and Listening Tour, Cottage Health chose 13 health indicators for in-depth analysis and created health indicator profiles for each one. These indicators were selected using the Leading Health Indicators from Healthy People 2020 and CDC's Community Health Status Indicators (CHSI) as sources.

These data were further analyzed based on demographic differences, which are presented in-depth in the health indicator profiles in the CHNA report. Many differences were found within demographic groups, such as economic status, race/ethnicity, and educational attainment. When viewing population-level data, demographic differences provide a deeper understanding of the health outcomes of various groups.

## **Priority Area Identification**

The results of the 2016 CHNA show that on many health indicators, Santa Barbara County compares well overall to California and has already met six Healthy People 2020 targets. However, the benefits of good health and well-being do not extend to all groups in the county, with Hispanic residents, people with low incomes, and those with less education suffering the most from health disparities.

Cottage Health conducted an external prioritization survey and an internal prioritization process using a scoresheet that ranked priorities based on community resources available, state and national benchmarks, the extent to which certain populations are disproportionately affected, and community input. Overall, five areas emerged as priority health areas in Santa Barbara County (alpha order):

- Access to Care
- Chronic Conditions
- Food Insecurity
- Housing Insecurity
- Mental Health

Cottage Health is committed to taking action based on the findings in the 2016 Community Health Needs Assessment. Efforts to address these areas could lead to significant population health



improvements in the county, especially among the most vulnerable. In implementing evidence-based population health programs and policies, we will also promote health equity through focused strategies among communities and in neighborhoods that are experiencing poorer health outcomes.

### Community Health Coordinating Committee

The Community Health Coordinating Committee (CHCC) has 14 members comprised of clinical and nonclinical employees. One of the main functions of the committee is to award community grants. The CHCC includes the following departments:

- Case Management
- Corporate Compliance
- Cottage Rehabilitation Hospital
- Education
- Finance
- Interpreter Services
- Medical Social Work
- Nutrition
- Parish Nursing
- Population Health
- Psychiatric Services
- Santa Ynez Valley Cottage Hospital
- Volunteer Services

## FINANCIAL CONTRIBUTION SUMMARY

**Table 1. Community Benefit Financial Summary**

<b>Program</b>	<b>Total Benefit</b>
<b>Medical Care Services</b>	
Santa Barbara Cottage Hospital Charity Care	\$ 2,946,484
Goleta Valley Cottage Hospital Charity Care	435,216
Santa Ynez Valley Cottage Hospital Charity Care	58,490
Santa Barbara Cottage Hospital Medicare short-fall	103,577,856
Santa Barbara Cottage Hospital Medi-Cal short-fall	57,147,110
Santa Barbara Cottage Hospital Children's Care Service	8,281,050
Santa Barbara Cottage Hospital Other Government payers	3,045,043
Goleta Valley Cottage Hospital Government short-fall	22,413,549
Santa Ynez Valley Cottage Hospital Government short-fall	2,958,259
<b>Subtotal Charity Care Services:</b>	<b>200,863,057</b>
<b>Other Benefits for Vulnerable Populations</b>	
Breast Cancer Resource Center	20,000
Carpinteria Children's Project - Main Family Resource Center	75,000
Doctors without Walls	70,000
Family Service Agency - Family Support Collaborative	45,000
Foodbank of Santa Barbara County	15,000
Mental Wellness Center	75,000
On-Call stipends for Emergency & Trauma Physicians	8,197,658
Palliative Care	577,234
Parish Nursing	571,142
Pathpoint Behavioral Health	100,000
Patient Assistance for Discharge	61,456
People Assisting the Homeless (PATH) Santa Barbara	271,874
Rehabilitation Recreational Therapy	337,097
Santa Barbara County Education Office - Children's Oral Health Collaborative	100,000
Santa Barbara Neighborhood Clinics	1,000,000
Sarah House	41,300
Thresholds to Recovery Sobering Center	4,060
Vision y Compromiso	5,000
Visiting Nurse & Hospice Care - Serenity House	15,000
Willbridge	14,450
William Sansum Diabetes Center	15,000
<b>Subtotal for Vulnerable Populations:</b>	<b>11,611,270</b>
<b>Benefits for the Broader Community</b>	
Community Wellness Programs	314,849

Hospital Hospitality Houses	937
Santa Barbara County Education Office - Welcome Every Baby	200,000
Various Health Fairs	7,960
<b>Subtotal for the Broader Community</b>	<b>523,746</b>
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<b>Health Education &amp; Research</b>	
California State University Channel Islands, BSN program	808,948
Graduate Medical Education	3,514,236
Research Grants	62,298
SAGE Medical Library	634,772
SBCC - Nursing Degree support & CSLA Higher Degree & Scholarships	874,432
<b>Subtotal for Education &amp; Research</b>	<b>5,894,687</b>
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<b>Grand Total</b>	<b>\$ 218,892,759</b>

## MEDICAL CARE SERVICES

### Charity Care

Cottage Health has always provided care to patients regardless of their ability to pay. When the Santa Barbara County General Hospital was closed, Santa Barbara Cottage Hospital made a commitment to provide hospital services to the County's low-income patients. This commitment lives on at the Cottage Health hospitals through the Charity Care and Community Service Programs, which provide financial assistance to patients who meet income-eligibility requirements. Eligibility is based on Federal Poverty Level (FPL), and patients are eligible for 100% charity care coverage if their household income is less than or equal to 350% of the Federal Poverty Level, and they are uninsured. Patients that make up to 543% of the FPL are eligible to receive discounted services. The Charity Care program has been expanded to include underinsured patients and patients that have catastrophic illnesses, but earn more than 543% of the FPL.

The Charity Care program offers free or reduced cost care to patients who access services through the Emergency Department. All guidelines for charity care are consistent with California Assembly Bill 774. In 2016, 1020 unique patients received assistance through the Charity Care program. Patients requesting assistance must complete an application to determine eligibility.

The Community Service Program provides free or reduced cost care for non-emergent but medically necessary services to patients who meet income eligibility requirements as determined by a medical panel. This program seeks to provide treatment to patients prior to the patient requiring emergency services. Patients have received free or reduced cost care to repair hernias, remove tumors to diagnose cancer and remove gallbladders. This service is limited in scope based on an annual budget amount; however, management may adjust this amount based on community need. In 2016, 180 unique patients received assistance through the Community Service Program.

### **Cottage Children's Medical Center Family Assistance Fund**

The purpose of this fund is to provide special assistance and support to children and families receiving medical care and support at Cottage Children's Medical Center. These include patients being cared for in Neonatal Intensive Care, Acute Pediatrics, Pediatric Intensive Care, as well as in the Pediatric Hematology/Oncology program. The fund process begins with the Clinical Social Worker and medical staff completing an allocation request form, which includes a description of the circumstances leading to the request.

The funds are not intended to offset hospital expenses, but rather to support children and families who have special financial needs because of medical and health issues. Since the inception of the process, some very deserving families have received support. In most of the cases, the patients and families could not qualify for any other form of support from the government, which makes this fund even more significant.

Examples of support include funeral expenses, mortgage assistance, rental assistance, grocery gift card, and gasoline gift card for transportation to and from the hospital.

### **Santa Barbara Cottage Hospital's Adult Family Assistance Fund**

The purpose of this fund is to provide support to families receiving medical care at Santa Barbara Cottage Hospital. The funds are not intended to offset hospital expenses, but rather to provide special assistance to families experiencing financial difficulties due to a recent hospitalization or health issue. Assistance with housing, food, transportation, and funeral expenses are common needs for families dealing with a medical crisis.

The granting process begins with the medical social worker and/or clinical staff members completing an allocation request form, which includes a description of the circumstances leading to the request. In the majority of cases, the patients and families could not qualify for any other form of emergency support that makes this special assistance fund even more significant.

## **BENEFITS FOR VULNERABLE POPULATIONS & THE BROADER COMMUNITY**

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Cottage Health addresses the priority health needs identified in the 2016 Community Health Needs Assessment through internal programs as well as by providing staff time, expertise, financial support and other resources to external organizations' programs. A summary of these programs can be seen in Table 2. The full 2016-2019 Community Benefit Implementation Strategy can be found at <https://www.cottagehealth.org/about/community-benefit/>.

Table 2. Community Benefit Priority Area Strategies/Programs

PRIORITY AREA	STRATEGIES/PROGRAMS	HOSPITAL(S)
Access to Care	Cottage Health Cultural & Linguistic Program	GVCH, SBCH, SYVCH
	Medical Respite Program	GVCH, SBCH, SYVCH
	Cancer Screenings & Prevention Events	GVCH, SBCH, SYVCH
	Charity Care	GVCH, SBCH, SYVCH
	Childbirth Education Classes	SBCH
	Community Capacity Building: Evaluation Toolkit, CH Data2Go	GVCH, SBCH, SYVCH
	Community Programs Support (e.g., sponsorships)	GVCH, SBCH, SYVCH
	Concussion Clinic	SBCH
	CPR Classes	GVCH, SBCH, SYVCH
	Flu Shot Clinics	GVCH, SBCH, SYVCH
	Grants Programs	GVCH, SBCH, SYVCH
	Insurance Enrollment	GVCH, SBCH, SYVCH
	Medical Education	GVCH, SBCH, SYVCH
	Medicare and MediCal Shortfalls	GVCH, SBCH, SYVCH
	Mental Health Fair	SBCH
	Parish Nursing	SBCH
	SAGE Medical Library	SBCH
	Santa Barbara Neighborhood Clinic partnership	GVCH, SBCH, SYVCH
	Santa Ynez Valley Annual Health Fair	SYVCH
Chronic Conditions	Expanded Post-Acute Telephone Treatment Help (PATTH)	GVCH, SBCH, SYVCH
	Adapted Cycling Clinic	SBCH
	Adapted Golf	SBCH
	Adapted Kayaking	SBCH
	Community Capacity Building: Evaluation Toolkit, CH Data2Go	GVCH, SBCH, SYVCH
	Diabetes Education Program (in-patient)	GVCH, SBCH, SYVCH
	Farmers Market	SBCH
	Grants Programs	GVCH, SBCH, SYVCH
	Nutrition Education	GVCH, SBCH, SYVCH
	Outlook Group	SBCH
	Project Re-entry	SBCH
	Spinal Cord Injury Life Series	SBCH
	Stroke Education Series	SBCH
	Therapeutic Recreation Programs	SBCH
	Weight-loss Surgery and Support Groups	SBCH
	Wheelchair Sports Camp and Clinics	SBCH
Behavioral Health	Collective Impact for Behavioral Health	GVCH, SBCH, SYVCH
	School-Based Behavioral Health Program	GVCH, SBCH, SYVCH
	Coast Caregiver Resource Center	SBCH
	Community Capacity Building: Evaluation Toolkit, CH Data2Go	GVCH, SBCH, SYVCH
	Cottage Outpatient Center of San Luis Obispo	SBCH
	Cottage Residential Center	SBCH
	Emergency Department Holding Unit (EDHU)	SBCH
	Grants Programs	GVCH, SBCH, SYVCH
	Inpatient Psychiatry & Addiction Medicine Services	SBCH
	Mental Health Intensive Outpatient Program	SBCH
	Parish Nursing	SBCH
	Prescribing Safe	GVCH, SBCH, SYVCH
	Support Groups	SBCH
Food & Housing Insecurity	Health Leads	GVCH, SBCH, SYVCH
	Bella Riviera	GVCH, SBCH, SYVCH
	Case Managers	GVCH, SBCH, SYVCH
	Community Capacity Building: Evaluation Toolkit, CH Data2Go	GVCH, SBCH, SYVCH
	Grants programs	GVCH, SBCH, SYVCH
	Homeless Roundtable	SBCH
	Mortgage Assistance Program	GVCH, SBCH, SYVCH
	Social Workers	GVCH, SBCH, SYVCH
	Villa Riviera	SBCH
Injury & Violence	Arrive Alive	SBCH
	Car Seat Fitting Events	GVCH, SBCH
	Car Seat Safety Class	SBCH
	Community Capacity Building: Evaluation Toolkit, CH Data2Go	GVCH, SBCH, SYVCH
	Every 15 Minutes Filming/Moulage	GVCH, SBCH
	Grants Programs	GVCH, SBCH, SYVCH
	Matter of Balance Fall Prevention Workshop	SBCH
	Safe Kids Santa Barbara County Coalition	SBCH
	Safety Helmet Events and Demonstrations (e.g., Brain Care Bike Fair)	GVCH, SBCH, SYVCH
	Safety Presentations	GVCH, SBCH, SYVCH
	Safety Town	SBCH
	Start Smart Location Sponsor	GVCH, SBCH
	Think First Santa Barbara	SBCH

## Cottage Health Programs

In 2016, Cottage Health offered more than 45 programs that benefited vulnerable populations, patients and the broader community.

### Adapted Basketball, Rugby & Cycling

This program of CRH offers an introduction to hand-powered and adapted bikes, basic biking instruction, safety and intermediate riding skills as well as wheelchair basketball and wheelchair rugby. The program is held on the University of California, Santa Barbara (UCSB) campus. In 2016, there were 26 individual participants who participated in 21 sessions with a total attendance of 70 participants for the year.

### Adapted Driving

Cottage Rehabilitation Hospital offers this service to individuals interested in returning to driving after a disabling injury, illness, or other health-related condition. The program includes two components under the expertise of an Occupational Therapist and a Certified Driving Instructor. There were 16 pre-driving evaluations and 28 behind-the-wheel evaluations conducted in 2016.

### Adapted Golf

A program of CRH, Adapted Golf's program goal is to introduce or return people with disabilities to the game of golf. The program is open to current patients, as well as community members with physical, visual, and/or cognitive impairments. Lessons are weekly at Santa Barbara Golf Club. An individualized golf program is designed for each participant by a golf professional and Cottage Rehabilitation Hospital recreation therapist. Golf clubs and special adapted equipment are provided, with participants encouraged to bring any of their own equipment. Participants practice on the driving range and putting green. An adapted golf cart is used to facilitate participant success. In 2016, there were 12 individual participants who participated in 42 sessions with total attendance of 248 participants for the year.

### Adapted Kayaking

This program of Cottage Rehabilitation Hospital offers an introduction to adapted kayaking, including techniques and adapted equipment. One session is held in the pool to evaluate needs and water safety, and the second session is held in UCSB Lagoon. The clinic is held at UCSB Recreation Center Pool and UCSB Lagoon in collaboration with UCSB Adventure Programs. In 2016, there were 4 individual participants who participated in 1 session for the year.

### Annual Santa Ynez Valley Health Fair

The 34th annual Santa Ynez Valley Cottage Hospital Health Fair took place on October 1 at the Marriott hotel in Buellton. More than 1,100 community members attended the event, which showcased 49 health-related booths from Cottage Health and community organizations and performed 60 free osteoporosis screenings, administered 360 free flu vaccines, and sold 30 low-cost bike helmets to all ages. A large drawing took place with 34 giveaway bags, and refreshments were served. New this year, the Matter of Balance program simulation area helped to assess risks for a fall and included blood pressure checks.



### Aphasia Recovery Group

This weekly class is offered by Cottage Rehabilitation Hospital Speech-Language Pathologists for those individuals needing assistance with word retrieval, understanding others, and exploring creative ways to increase communication effectiveness. There were 12 participants in 2016.

### Arrive Alive

The Arrive Alive program is an impaired and distracted driving education program and simulator for high school students. The program allows participants to experience the potential consequences of impaired and distracted driving in a controlled environment. More than 450 students at three local high schools attended in November 2016 and pledged to refrain from driving distracted or impaired.

### Birth & Parent Education Classes

Cottage Health provides a variety of classes to support parents.

**Table 3. Birth & Parent Education Classes Number of Participants by Year**

Class	2011	2012*	2013	2014	2015	2016
Maternity Tours	1154	1787	1714	1526	1234	1147
Childbirth Education Series	659	738	746	712	712	759
Maternidad	54	50	52	60	66	54
Breastfeeding	336	376	384	354	336	327
Breathing Refresher	16	18	34	48	22	44
Sibling Preparation	57	40	43	30	n/a	n/a
New Parent	227	291	293	218	228	717
Grandparent			62	25	24	n/a
<b>Total Participants</b>	<b>2661</b>	<b>3441</b>	<b>3499</b>	<b>3089</b>	<b>2789</b>	<b>2606</b>
*2/2012 New Hospital Opened						

### Car Seat Safety

Santa Barbara Cottage Hospital hosts a monthly Car Seat Safety Class. This class is taught by a certified Child Passenger Safety Technician, who reviews with parents the child passenger safety information and legislation in addition to demonstrating proper car seat installation. In 2016, Trauma Services provided car seat education and installation assistance to 155 local families.

### Cardiopulmonary Resuscitation (CPR) Classes

#### Adult Course

This course is based on American Heart Association (AHA) guidelines designed for the public. Participants receive a course completion card following an exam. At the end of this course, participants are able to:

- Describe the links in the AHA Chain of Survival, including the importance of dialing 9-1-1
- Describe and demonstrate the steps of CPR and relief of Foreign Body Airway Obstruction
- Describe and recognize the signs of four major emergencies in adults



**Infant/Child Course**

This course is based on American Heart Association guidelines and is designed for parents, babysitters, and friends who do not require certification for employment. Participants receive a course participation card, and there is no exam.

At the end of this course, participants are able to:

- Describe the causes and prevention of injury and cardiopulmonary arrest in children
- Demonstrate how to administer CPR and first aid for choking infants and children

Historical participation in Community CPR Programs at Santa Barbara Cottage Hospital and Santa Ynez Valley Cottage Hospital are shown in Table 4.

**Table 4. Community CPR Programs Number of Participants by Year**

2016	2015	2014	2013	2012	2011	2010	2009	2008	2007
166	167	116	171	189	158	145	175	189	188

**Coast Caregiver Resource Center**

Coast Caregiver Resource Center (CCRC), a program of Cottage Rehabilitation Hospital, is primarily funded through grants and individual donations. CCRC primarily supports family and other informal (unpaid) caregivers of adults with cognitive disorders and other disabling conditions in Santa Barbara, San Luis Obispo, and Ventura counties. CCRC has helped over 8,000 families of those with adult onset brain impairment in the tri-counties for the past 30 years through assessment of caregiver strength and need, specialized information on brain impairments, family consultation, individual counseling, long-term care planning, educational programs, retreats, support groups, advocacy, legal consultations and respite care.

In 2016, CCRC launched a Caregiver Navigator project in collaboration with Santa Barbara Cottage Hospital /Cottage Rehabilitation Hospital Case Managers/ Medical Social Workers to provide case management support to family/friend caregivers of patients at SBCH. CCRC continued a collaborative project, Together in Brain Injury Support, with Jodi House Brain Injury Support Center to provide enhanced assistance to survivors of brain injury and their families, primarily in south Santa Barbara County.

CCRC provided the following services in 2016:

- 181 new client intakes for a total of 360 clients receiving multiple services
- 111 new assessments of caregiver strength and need for supportive services
- 603 hours of family consultation, problem solving, coaching and care planning to 287 caregivers
- 4,925 hours of respite (substitute care) to 135 caregivers
- 294 hours of counseling to 57 caregivers
- 276 hours of support group to 560 caregivers, including:
  - 10 Family Support Groups each month for family caregivers of individuals with Alzheimer's Disease or other dementia, Huntington's Disease, Stroke or Traumatic Brain Injury, including the Stroke and Brain Injury Support Group for Family/Friend Caregivers held at Cottage Rehabilitation Hospital

- 75 hours of sponsored or co-sponsored education and training to 572 caregivers including the evidence-based “Powerful Tools for Caregivers”
- 16 hours of education to 79 professionals and paid caregivers, including topics such as “Establishing Effective Boundaries” for those working with traumatic brain injury survivors
- 170 hours of specialized information and referral to 819 callers

### Colon Cancer Screening

On Wednesday, March 16, 2016, Cottage Health and the Cancer Center of Santa Barbara with Sansum Clinic hosted a colon cancer awareness and screening event. The event, called Demystifying the Screening Colonoscopy, was hosted at Sansum Clinic (317 West Pueblo Street) from 6:00-7:30 p.m. and included the following:

- Special presentations
  - Dr. James Egan, “Demystifying the Screening Colonoscopy”
  - Sarah Washburn, MS, RD, CSO, “Nutrition & Exercise related to Colon Cancer Prevention”
  - Hannah Andrews, MS, Genetic Counselor, “Genetics & Heredity — Understanding your Predisposition for Colon Cancer and Lynch Syndrome”
- Tours of the Sansum Clinic Endoscopy department
- Resources for attendees to schedule a screening colonoscopy using their insurance
- Limited no-cost colonoscopy sign-ups available for those who qualified
- Information regarding colon cancer screening options, including free take-home Fecal Immunochemical Test (FIT) kits

### Indicators & Effectiveness

Numbers reached, FIT kits returned, and patients connected to resources provide indicators of the effectiveness of this event. Patients age 50 to 75 who have not been screened for colon cancer are called following the event to connect each patient with the resources to be screened and answer any questions. A letter is then mailed to patients with more information. For patients with a positive result, Cancer Center staff calls each patient to connect the patient with a colonoscopy from positive FIT Kit results or follow-up care from a positive pro-bono colonoscopy. A copy of FIT results is also sent to the patient for his or her records.

**Table 5. Colon Cancer Screening Indicators by Year**

Indicators	2016	2015
Total Event Attendance	65	85
FIT Kits Distributed	12	37
FIT KITS Returned	9	23
FIT Kits Positive Results, referred for colonoscopy	1	3
Pro bono Colonoscopy Sign-ups	7	12
“Yes” to Family History of Colon Cancer	10	n/a
Patient Has Not Been Screened, Needs Follow-up	19	30

## Community Case Management

Working with in-house social workers and acute nursing, PATTH (Post-Acute Telephone Help) identifies rising risk patients by assessing the presence of the following characteristics: repeated admissions to the emergency department or hospital; diagnoses of complex comorbidities, including diabetes, HIV, hypertension, cardiac heart failure, and chronic obstructive pulmonary disease; patient denial of health conditions, or previous histories of a lack of follow-through; insufficient or lack of insurance; no place to call home and/or lacking the financial resources to make ends meet; language and cultural barriers; bio-psychosocial issues or addictive behaviors that are difficult to manage and add to the complexity of care, including a pattern of inconsistent control during the previous 12-months; and the frail elderly without sufficient support linkages.

Patients identified as rising risk are then assigned to one of two Community Case Manager registered nurses who work with patients and designated caregivers post-discharge to create a mutually-agreed upon care plan addressing both clinical as well as non-clinical client needs. The program consists of four weeks of telephone contact with patients, reviewing their discharge plans, providing resources and medication management, assisting with primary care physician follow-up, and Advance Care Planning. The nurse also serves as a single point of contact both for the patient as well as his/her primary care provider to better facilitate transitions in care. If a patient is re-hospitalized for any reason, the nurse serves as a consultant for inpatient case managers during the discharge planning process. Patients enrolled in the program who are not able to graduate after four weeks would be referred to additional community based programs, such as CenCal's Heart Smart Program, DASH, etc.

A two-year program evaluation took place 2014-2015. The evaluation cohort included 49 high-risk patients. Upon enrollment in the service, program staff began monitoring the number of Emergency Department visits and inpatient admissions for six months before program enrollment and six months after. For these patients, Emergency Department visits were reduced by 56%, and inpatient admissions were reduced by 53%.

## Community Grants

Cottage Health provided grants to local organizations and their programs that improve the community's health. In 2016, the Community Partnership Grants program focused on supporting programs that improve access to care for vulnerable populations. Grantees apply through a competitive process, which includes review by the Community Health Coordinating Committee, Executive Management, and Board of Directors. In 2016, 10 programs were awarded grant funds.

In addition, grants were awarded to organizations that provided much needed beds for transitional patients post-discharge from hospitalization or a visit to the emergency department. These grants focused on providing wrap-around care support services and temporary housing or shelter. In 2016, 5 organizations received funding.

## Community Sponsorships

Throughout 2016, Cottage Health sponsored a number of community events by contributing both financial support and gifts-in-kind to more than 40 organizations. Community events included educational workshops, walks/runs, galas, and luncheons.

### Farmers Market

Santa Barbara Cottage Hospital hosts a weekly farmers market in the central courtyard, which provides a variety of local, seasonal, organic produce. Started in 2009, it originally aimed to target employees, but has since become popular with patients' visitors and the local community. Held every Wednesday, the market is open from 11:00 am to 3:00 pm and averages 100 customers per week. The produce is purchased from a variety of vendors, including John Givens Farm in Goleta and The Berryman, a local produce company that sources all of their seasonal organic produce locally within the tri counties. Un-sold produce is made into sides and salad bar offerings in the cafeteria.

### Flu Shot Clinics

Cottage Health provided more than 1,500 influenza vaccinations to the community in 2016. Cottage Health held clinics at the Senior Expo in Santa Barbara, Channel Islands YMCA, and Santa Ynez Valley Cottage Hospital Annual Health Fair. These flu shots were provided for free or donations only. Parish Nurses also provided vaccinations at multiple congregations spanning from Goleta to Carpinteria, homeless shelters, low-income housing developments, and agriculture workers.

### Gift Shop

The Gift Shops for Cottage Health are located in the main lobby of Santa Barbara Cottage Hospital, off of the Bath Street entrance, and the main lobby of the new Goleta Valley Cottage Hospital. The goal of each shop is to provide a welcoming atmosphere for all of their customers and to have readily available merchandise for the comfort of their patients. Customer service is the number one priority. Both shops offer quality merchandise, cheerful shopping experiences and dedication in making sure the patient has been given the personal attention in selecting something to brighten their day or make them more comfortable. The ability for these two retail operations to be successful is by staff and volunteers providing operational hours of support with a total of 10 dedicated volunteers, two full time and two part time sales associates, and one full time manager/buyer.

Both Gift Shops engage in a variety of charitable contributions by donating merchandise to specialty community events, such as the Children's Miracle Network, Care for Kids, Spiritual Care, Volunteer Appreciation events, and holiday and special banquets. Merchandise can also be donated to the Santa Ynez Valley Cottage Hospital Thrift Shop, which aids in additional revenue and community outreach. Gift Shop Gift Cards are utilized throughout the year when purchased as a gift or given in recognition for both employees and volunteers when a special thank you is desired. Some of the most rewarding pleasures are when participating in the annual in-hospital pediatric patient Trick-or-Treating and the children's holiday musical program for all dedicated Cottage Volunteers.

Due to health considerations, visitors may not bring latex balloons onto patient floors; therefore, the Gift Shop and Hospitality Services provide a Mylar balloon replacement, which adheres to Cottage Health's latex-free policy. All Gift Shop staff and volunteers take pride in being able to provide the best possible service to all their patients and customers.

### Healthy Balance Weight-Management Clinic

Healthy Balance is an eight-week weight-management program, featuring:

- Individualized, exercise-based weight loss

- On-site exercise in a comfortable environment
- Comprehensive fitness and lifestyle assessment
- BodyGem calorimeter to monitor metabolism
- Custom meal planning
- Instruction by professional clinical staff
- Competitive rates

Since 2002, the program has grown 450% in participant visits at both Santa Barbara and Goleta campuses. More than 500 participants have completed the Healthy Balance program since its inception.

### Heart Smart Lecture Series

Cardiac Rehabilitation Hospital patients and their family members are invited to attend a free lecture series called Heart Smart: Risk Reduction for Life. The series is held on Wednesday mornings from 10:00 to 11:00 am at Santa Barbara Cottage Hospital and is based on the American Heart Association Guidelines. The eight-week series is held five times per year with approximately 10-15 people attending each lecture.

**Table 6. Heart Smart Lecture Series Topics by Speaker**

Topic	Speaker
How Your Heart Works and Treatments for Heart Disease	Karen Bradbury, RN
Risk Factors and Coronary Artery Disease: An Overview	Lynn Tabor, RN
Emotions & Heart Disease	Maria-Jose Martirene, MSW
The Heart Healthy Diet: Making the Right Choices	Sharon Smith, MS, RD
Exercise: Staying Fit for the Health of Your Heart	Michelle Smith, PT
Developing a Heart Healthy Lifestyle	Bob Huhn, PT

### High Risk Elderly Coalition

In September 2014, a new coalition formed to focus on the elderly and vulnerable. The program began when Cottage Health's Case Management program realized elderly at-risk patients needed more attention than what the hospital could provide alone. The coalition focuses on abuse issues, mainly self-neglect and does so with the mission of preventing homelessness, increasing medical compliance, improving support at home and decreasing inappropriate hospitalizations. The coalition is composed of members from Adult Protective Services, Housing Authority, DASH, New Beginnings, Public Guardian, and Cottage Health's Case Management.

### Interpreter Services

Cottage Health fully complies with Joint Commission and government guidelines for assisting Limited-English Proficient (LEP) patients and family members in understanding medical information and services. Interpreter Services provides oral and sign language interpretation, translation of documents, cultural competence, and language access training to staff. Cottage

Health's Interpreter Services also collaborated with organizations within the community to better understand the needs and improve access for deaf, hard of hearing and Mixteco patients.

All interpreter candidates, including interpreters, bilingual staff and volunteers are thoroughly screened by the Interpreter Services Manager for their level of expertise in medical terminology in English and Spanish or other language of service, as well as interpreting skills. Only individuals with Interpreter II or III designations may help with clinical encounters. Persons designated as Interpreter I may provide directions, make phone calls, and answer non-medical questions.

Surveys of peer hospitals consistently show that LEP patients and their relatives receive a superior level of service at Cottage Health. This is in large part due to the ratio of live interpreters (as opposed to over-the-phone and video interpreting). The use of all of our qualified medical interpreters (face-to-face, video remote and over the phone interpreters) helps to reduce the length of hospital stays and the number of repeat visits for care, minimize health disparities and improve health outcomes.

### Junior Wheelchair Sports Camp

The annual Junior Wheelchair Sports Camp is a week-long camp designed for individuals between the ages of 6 and 19 years who use a wheelchair to participate in sports. The camp is held on the UCSB campus in collaboration with UCSB and UCSB Recreation Center and supported by Cottage Rehabilitation Hospital and Cottage Rehabilitation Hospital Foundation. The camp features basketball, rugby, tennis, rock-wall climbing, kayaking, hand cycling, swimming, racquetball and many other activities tailored to individuals' abilities. In 2016, there were 37 campers.

### Junior Wheelchair Sports Mini Camp

The Wheelchair Sports Mini Camp is a one-day camp designed for individuals between the ages of 6 and 19 years who use a wheelchair to participate in sports. The camp was held at Camino Real Park in Ventura in collaboration with Ventura County Public Health, City of Ventura Parks, Recreation and Community Partnerships Department and Triumph Foundation. The camp featured wheelchair basketball, rugby, tennis, and hand cycling. In 2016, there were 19 campers who attended the one-day camp.

### Living Well with Diabetes

Goleta Valley Cottage Hospital offered Living Well with Diabetes nutrition classes twice each month in English by a registered dietitian. These one-hour classes are free of charge to the community and include topics such as carb counting, label reading, complications, wound healing, and physical activity. In 2016, 24 classes were offered with 13 participants.

Living Well with Diabetes classes were also offered at Santa Ynez Valley Cottage Hospital as a four class series on Mondays for one hour by a registered dietitian. In 2016, 15 classes were held with an average of 3 attendees per class.

### **Matter of Balance Fall Prevention**

This evidence-based program is designed to reduce the fear of falling and increase the activity levels of older adults who have concerns about falls. This program utilizes volunteer coaches to teach the eight, two-hour sessions, which meet once per week for eight weeks. It is held at various senior living and senior fitness sites within the community, as well as at Goleta Valley Cottage Hospital. Exercises, group discussion, skill building, and videos are utilized throughout the program. A total of seven separate class series were held in 2016 with a total of 68 participants.

### **Mental Health Fair**

The Mental Health Fair is an annual event that takes place each year around the month of May to commemorate National Mental Health Month. The 2016 event was held on Saturday, May 7 at Santa Barbara Cottage Hospital. The Mental Health Fair was hosted by the staff of the inpatient Psychiatry and Addiction Medicine unit at Santa Barbara Cottage Hospital and included 22 non-profit community agencies as participants in the event. The primary goal of the event was to provide education to the community about services available for those affected by mental illness -- both consumers and their friends and family members. Each agency hosted a table that included information about their programs and services, educational information about various types of mental illness and substance abuse, self-assessment tools, reference books, and other community resource information.

The Mental Health Fair also included a speaker series featuring local psychiatrists. The topics of the presentations included Post Partum Depression and Post Traumatic Stress Disorder.

The Mental Health Fair was attended by approximately 200 community members. In addition to being a valuable resource for community members, the event provided a venue for mental health and medical professionals to network and learn more about the work of various agencies in the community.

### **Mother's Circle**

Mother's Circle offers free drop-in support and breastfeeding information for expectant mothers who have questions and concerns about breastfeeding and new mothers just getting started, as well as ongoing support for nursing mothers. The service is available weekly on Tuesdays from 3:30 to 4:30 pm by The Lactation Center in the Santa Barbara Cottage Hospital Women's Services Conference Room in the Junipero Pavilion. Approximately 400 mother-baby couples, as well as many fathers and several grandmothers, joined the group in 2016.

### **Nutrition Education Consultations & Classes**

Nutrition Education Consultations and Classes are provided upon request to patients and community organizations. Registered Dietitians provide 30-minute individual consultations with patients at the Ridley-Tree Center for Wound Management. Eleven patients received consultations in 2016. One resident at Villa Riviera Assisted Living received a visit with a registered dietitian to discuss nutrition and food options. Monthly classes were given at Cottage Residential Center that covered topics specific to nutrition during recovery.

Santa Ynez Valley Cottage Hospital hosted free weekly nutrition classes on Fridays from noon to 1:00 p.m. Various topics were discussed that relate to general health as well as disease conditions, such as

heart disease and diabetes. The classes are open to staff as well as the community. In 2016, 47 classes were held with an average of 8 to 10 people per class.

### On-Call Specialty Physicians

Due to the high rate of uninsured patients and low payments from Medicare and Medi-Cal, it has been difficult to find specialty physicians to provide services to patients in the Emergency Department. Cottage Health arranges for the provision of emergency on-call coverage with qualified specialty physicians in order to ensure that all patients who seek treatment at Cottage Health have access to all necessary services. This program helps Cottage Health to assure proper diagnosis and treatment of all patients in the Emergency Department, regardless of their ability to pay.

### Outlook Group Physical Disabilities Peer Support

Outlook is a group of persons with physical disabilities who share information and support at monthly meetings that include a potluck dinner and community presenter on various topics of interest. The program is held at Pilgrim Terrace Cooperative Homes' Activity Center and is supported by Cottage Rehabilitation Hospital and Cottage Rehabilitation Hospital Foundation. In 2016, 22 participants attended 11 meetings for a total attendance of 113 attendees for the year.

### Palliative Care Consultation Service

Palliative care is specialized medical care for people with serious illnesses. It focuses on providing patients with relief from the symptoms and stress of a serious illness. The goal is to improve quality of life for both the patient and the family. The Palliative Care Consultation Service (PCCS) is a team of professionals with advanced training and skills in palliative care.

Palliative care is provided by a team of doctors, nurses and other specialists who work together with a patient's other doctors to provide an extra layer of support. It is appropriate at any age and at any stage in a serious illness and can be provided along with curative treatment. The service is staffed seven days a week and a clinician is available to hospitalized patients 24 hours a day.

### Parish Nursing

Parish Nursing's mission is to empower men, women, and children to seek health in mind, body, and spirit by expanding their knowledge about whole person wellness, assisting in identifying methods of disease prevention, and increasing access to health and community resources.

In 2016, Parish Nursing provided services to more than 12,000 community members. Community outreach venues include a variety of faith communities and congregations; homeless and transition housing outreach; PathPoint mental health clients; Carpinteria and Isla Vista food banks; Catholic Charities; St. Vincent's, Garden Court, Presidio Springs, and Villa Santa Fe low income senior housing facilities; Casa Serena women's recovery home as well as numerous community health screenings, flu clinics, and health fairs.

Collaborating agencies and committees include:

- Alliance for Living and Dying Well Five Wishes Trainings
- American Heart Association



- Cancer Center of Santa Barbara
- PATH homeless shelter
- Casa Serena Woman's Recovery Home
- Catholic Charities
- Dart Dental Team
- Direct Relief International
- Doctors Without Walls/Santa Barbara Street Medicine and Women's Clinic at Transition House
- Gatekeeper and Friendship Center Adult Day Care Program
- Health Ministries Association
- Homeless Coalition
- Hospice of Santa Barbara
- Isla Vista Food Bank
- Jodi House Professional Advisory Committee
- Life Chronicles
- PathPoint Mental Health Program
- Phoenix House Professional Advisory Committee
- Santa Barbara Neighborhood Clinics
- St. Cecilia Society
- United Blood Services Blood Drives
- Visiting Nurse & Hospice Care Professional Advisory Board

Parish nurses help to plan and staff many community events annually, including:

- Bike safety and injury prevention education programs
- Common Ground homeless census project
- Cottage Health's Circle of Remembrance
- Cottage Health's Mental Health Fair
- Covered California Care Enrollment Seminars
- Colorectal Spanish Speaking Education Program
- Five Wishes Advance Care Directives Program at multiple locations
- First aid booth at the 3-day Fiesta Celebration at Our Lady of Guadalupe
- La Diabetes Spanish speaking diabetes education latest trends
- Matter of Balance Fall Prevention classes
- Santa Barbara Senior Expo - blood pressures, flu vaccines and stress management
- Tai Chi for seniors
- Providing flu shots throughout the community including five senior housing units, food banks and churches, three city parks, Project Health Neighbors, Mental Wellness Center, homeless Women's Clinic at Transition House and the YMCA

### ***Congregations***

Cottage Health's parish nurses work at multiple congregations during the week, which include Trinity Episcopal (four to eight hours per week), Trinity Lutheran (ten hours per week), Our Lady of Guadalupe (twenty hours per week), First Presbyterian (ten hours per week), Goleta Presbyterian (six hours per week), and St. Joseph's (four hours per week). Parish Nursing is also available on a consultant basis for other community congregations, including former clients like Unity Church, All Saint's by the Sea, St. Mark's Parish in Isla Vista, and the local community of Tibetan monks.

***Homeless/Transitional Housing Outreach***

Two Parish Nurses participate in homeless outreach and provided health assessments, basic wound care, education, referrals, screenings, and vaccinations each week in various locations. They provided more than 30 hours a week at 2,600 client visits in 2016.

- PATH and the homeless camps: 22 hours of care a week
- Transition House: 1.5 hours a week to families plus participation in the Homeless Women's Clinic, providing flu vaccines and cholesterol screening, family packs and medical supplies as well as health education and emotional and spiritual support
- Faulding Hotel and Hotel De Riviera: visits are for the medically challenged and dual diagnosis clients at four hours a week
- Outreach into city parks with Doctors Without Walls for 2-4 hours a week
- Two parish nurses participated in the annual foot washing for the homeless, sponsored by WillBridge by providing nursing assessment and support for the event

***Casa Serena Women's Recovery Home***

A parish nurse is onsite once a month for two to three hours providing medical information, blood pressure screening, referrals, and emotional support during this transition period to 42 clients.

***Catholic Charities***

Catholic Charities has a wide range of services that cater to families and individuals in need that serves their mission of preventing homelessness and advancing self-sufficiency. The organization provides food distribution, case management, life skills planning, counseling services, medical and dental treatment referrals, emergency shelter assistance, diabetes education, older adult services, and holiday programs.

Cottage Health's Parish Nurses provide five to six hours each week at Catholic Charities. The nurses provide health education and assessments including blood pressure check, glucose check, cholesterol screenings, and flu vaccination. In addition, the nurses are advocates for low-income individuals and families, and they work to connect these people with community resources, such as access to food, dental treatments, and mental health and bereavement group support. More than 998 clients were served during 2016.

***Garden Court***

Parish Nursing provides health education, such as fall prevention, heart health and stroke prevention, cold and flu prevention, flu vaccines as well as blood pressure screenings for Garden Court's senior residents. Parish Nurses were on site two to three hours per month, and 88 clients were seen in 2016.

***Isla Vista Food Bank***

Parish Nursing continues to serve the low-income Isla Vista community by providing flu vaccinations at St. Mark's Church and the Isla Vista Food Bank for homeless individuals and low-income Latino families.

***PathPoint***

This nonprofit organization is dedicated to helping people with disabilities or disadvantages reach their fullest potential. Cottage Health's parish nurses provided nursing care and medication management for housed, mentally ill adults. Three parish nurses worked with case managers, social workers, and

physicians to provide services for this at-risk population. They worked with 130 mental health clients for a total of 72 hours a week and 3,400 visits for 2016.

***Pilgrim Terrace***

This is a new venue this year, and the nurse is on site once a month for two hours providing blood pressure screenings and other 1:1 nursing assessments and health education serving clients 37 clients in 2016.

***Presidio Springs Senior Housing***

A parish nurse is on site once a month for two to three hours serving 21 clients in 2016.

***Saint Joseph's Parish Food Bank/Main Family Center***

A parish nurse provided services for low-income families at St. Joseph's Parish Food Bank. The nurse provided health education, individual assessments, flu vaccinations and health screenings for more than 896 clients in 2016.

***Saint Vincent's***

The parish nurses provided two hours per month of nursing care to seniors and low-income families at this residential facility. The nurse provided personal assessments and health screenings and educational classes, including fall prevention, stroke and heart disease, diabetes management, fraud prevention as well as wellness education and walking groups. In 2016, 131 people were served.

***Senior Outreach***

Parish nurses provide health education, flu vaccines as well as blood pressure screenings to seniors in our community through the following venues: Encino Real Women's Support Group, Presidio Springs, Garden Court, Villa Santa Fe, St. Vincent's Villa Carridad, Senior Expo and Wood Glenn Hall.

**Patient Assistance for Discharge**

Cottage Health Social Work and Case Management teams collaborate to connect patients with a continuum of care following discharge. Through the Patient Assistance for Discharge fund, social workers and care managers cover necessities for patients in need during the discharge process. This will frequently take the form of vouchers for taxi rides or filled discharge prescriptions. In 2016, this totaled to \$61,456 in financial assistance.

**Project Re-Entry Stroke Socialization Group**

As a Cottage Rehabilitation Hospital program, Project Re-Entry offers a weekly socialization and recreation program for people who have had strokes or other disabling conditions that limit their community participation. The group meets at Cottage Rehabilitation Hospital. Twenty-six individuals participated in 460 visits in 2016.

**Psychiatric Grand Rounds**

Santa Barbara Cottage Hospital Psychiatry and Addiction Medicine has presentations for the healthcare community once a month from noon to 1:30 pm at Santa Barbara Cottage Hospital. In 2015, there were 10 sessions with approximately 80 people at each meeting.

Grand Rounds program at Santa Barbara Cottage Hospital covered the following topics each month:

January	Finding the Opportunities Within Problems
February	Giving Voice to Pain and Pathways to Change
March	Making the Invisible Visible: Working with Shame in a Therapeutic Relationship
April	“The Era of the Nuclear Family is Over – So How are We Living Now?”
June	The Evolution of Countertransference: A Revolution in the Practice of Psychotherapy
July	Bipolar Disorder
August	Developing Secure Attachment: Make Sense of Your Past to Empower Your Future
September	The Mind-Body Connection: Psychological Aspects of Skin Conditions
November	Strategies for Mental Wellness
December	What Mental Health Professionals Need to Know about Pets and People

### Safety Helmets

Santa Barbara Cottage Hospital, Goleta Valley Cottage Hospital and Santa Ynez Valley Cottage Hospital provide no-cost or low-cost donation safety helmets through their Emergency Departments in addition to the Santa Barbara Cottage Hospital Trauma Services Department. The helmets, purchased through the Santa Barbara County Emergency Medical Services and Coalition for Sustainable Transportation (COAST), are sold at cost or provided at no cost. The program provides fitting for inpatient children and adults for whom the need for a new helmet has been identified. Staff members of Cottage Health are also encouraged to purchase the helmets. Trauma Services provided 48 helmets to community members at no cost and 105 low-cost helmets to the community at multiple venues including Santa Ynez Valley Cottage Hospital’s Annual Health Fair, Bi-Cy Centro, Jodi House and Bike Rodeo events in partnership with COAST.

Additionally, Trauma Services provides bicycle Safety Education presentations to the community. In 2016, a total of 8 bicycle safety presentations were given to elementary school-aged students at venues including Goleta Valley Cottage Hospital, Jodi House, Foothill School and Santa Barbara Cottage Hospital during Fun in the Sun.

### Santa Barbara Cottage Hospital Public Tours

Public Tours of Santa Barbara Cottage Hospital are offered three times per month to community members. The tour visits public areas of the hospital, including gardens, Sacred Space, Cafeteria and patios. The tour covers the Healing Arts program, medical services offered and construction project updates. Any member of the Concierge Desk team can provide information about the tour and assist with registration. Approximately 3-5 community members participated in each tour. In 2016, five public tours were offered with a total of 19 attendees.

### Smoking Cessation

Santa Barbara Cottage Hospital provided smoking cessation group classes that were open to the community. This seven-class series was held four times a year. Classes were conducted in the evenings from 5:30 – 7:00 p.m. and taught by a Certified Marriage and Family Therapist. Attendees created individual action plans for smoking cessation, participated in group counseling, and received nicotine replacement therapy (NRT). Each participant was encouraged to make a \$20 donation for materials,

which included NRT. Free NRT was available for qualified participants. The program was the only low-cost smoking cessation class in Santa Barbara.

### ***Indicators & Effectiveness***

Smoking cessation effectiveness rates are measured by the number of participants who graduate, which required class members to have successfully quit during the seven class series.

**Table 7. 2016 Smoking Cessation Class Participants: Registered, At First Class, and Graduating**

Program	Jan-16	Apr-16	Aug-16	Nov-16	Average			
					Current Year	Prior Year	3 Year	5 Year
Registered	12	14	7	6	9.8	8.3	13.1	16.5
First Class	12	11	7	6	9.0	6.0	10.3	13.1
Graduates	10	9	5	2	6.5	5.3	8.0	9.3
Registrants to First Class	100%	79%	100%	100%	92%	73%	79%	79%
First Class to Graduation	83%	82%	71%	33%	72%	88%	77%	71%

### ***Smoking Cessation Relapse Support Group***

Santa Barbara Cottage Hospital provides a weekly smoking cessation support group that is open to the public. The support group offers a continuation of the smoking cessation classes and is taught by a certified Marriage and Family Therapist. Group sessions are held each Monday from 5:30-6:30 p.m.

### **Speech & Movement Enhancement Class**

This Cottage Rehabilitation Hospital program provides a weekly, one-hour class for individuals with Parkinson's Disease. The class focuses on exercise for articulation, respiratory drive, vocal volume, flexibility and postural alignment. The class is offered by a Speech-Language Pathologist and a Physical Therapist. There were 10 participants in 2016.

### **Spinal Cord Injury Life Series**

Spinal Cord Injury Education Series is a peer support and education group for people with and affected by spinal cord injury or similar disability. The group meets monthly at CRH in collaboration with Triumph Foundation and is supported by Cottage Rehabilitation Hospital and Cottage Rehabilitation Hospital Foundation. In 2016, there were 56 individual participants who participated in 11 meetings with 124 total participants attending for the year.

### **Stroke Education Series**

Stroke Education Series is held annually at CRH for community members, staff, former and current patients, family members and caregivers. CRH and SBCH staff present information over a 2-day series on Stroke Prevention, Rehabilitation and Possibilities. The program is hosted in collaboration with the Center for Lifelong Learning and supported by Cottage Rehabilitation Hospital and Cottage Rehabilitation Hospital Foundation. In 2016, there were 22 participants.

### **TAVR Patient Luncheon**

The TAVR Patient Luncheon was a celebration and gathering for patients who had the TAVR (Transcatheter Aortic Valve Replacement) procedure at Santa Barbara Cottage Hospital. The luncheon reunited patients with the physicians who cared for them and connected patients with others who had the procedure. 46 community members attended the luncheon.

### **Think First Spinal Cord & Brain Injury Prevention Program**

Think First's mission is to educate young people about personal vulnerability and risk taking. The central message is that you can have a fun, exciting life without risking injury if you think first and use your mind to protect your body. The 45-50 minute presentation is offered in an assembly or classroom format given by a member of the Cottage Rehabilitation Hospital clinical team and a young person, called a VIP "Voice for Injury Prevention," who has experienced a traumatic injury that could have been prevented.

### **Transportation**

Santa Ynez Valley residents who are ambulatory can receive a free ride to medical appointments at Santa Barbara Cottage Hospital or in Lompoc, Santa Maria and the Santa Ynez Valley area at no charge to the patient. The Santa Ynez Valley Cottage Hospital Auxiliary supports the program by paying for the gasoline and providing van drivers. Donations are accepted to help with the fuel cost.

### **Tuohy Foundation Aquatic Center**

The Tuohy Foundation Aquatic Center at Cottage Rehabilitation Hospital features an outdoor, warm-water (92°) therapy pool. There were 592 community participants in 2016. In addition to inpatient and physician-ordered outpatient aquatic therapy, the pool is used for a variety of programs that are open to the community, including personal training, independent exercise and swim, Arthritis Aquatic exercise classes, Fibromyalgia exercise classes, aerobic conditioning classes, Youth Adapted Swim Program, and Aquatic Volunteer "Buddy" Program.

### **Warm Line**

The Lactation Center's Warm Line allows clients to leave a message with non-urgent breastfeeding questions and concerns. A Lactation Nurse Educator returns their phone calls Monday through Friday from 10:00am to 4:00 pm. Approximately 250 calls were placed in 2016.

## Community Collaborations

In 2016, Cottage Health collaborated with community organizations to offer more than 35 programs that benefited patients and the broader community.

### American Cancer Society's Making Strides

Making Strides Against Breast Cancer walks are the largest network of breast cancer awareness events in the nation, uniting nearly 300 communities with a shared determination to finish the fight. Participants take part in one of the noncompetitive, three- to five-mile walks, to raise funds and awareness. On Saturday, October 15, eight Cottage Health teams of walkers participated and raised \$1,600 for the event. The team was organized by CH Benefits Administration.

### American Heart Association's Go Red for Women

Go Red for Women is the American Heart Association's solution to save women's lives. With one out of three women still dying from heart disease, the American Heart Association is committed to fighting the number one killer that is preventable. GoRedForWomen.org, a premier source of information and education, connects millions of women of all ages and gives them tangible resources to turn personal choices into life-saving actions.

An annual luncheon was held in Santa Barbara on Friday, February 19 at the Fess Parker's DoubleTree Resort. The event began with a health fair and breakout session followed by lunch with inspirational speakers. Santa Barbara Cottage Hospital provided staff and equipment to provide heart risk assessments to attendees.

### American Heart Association's Heart Walk

The Heart Walk is the American Heart Association's premiere event for raising funds to save lives from this country's number one and number four killers - heart disease and stroke. Designed to promote physical activity and heart-healthy living, the Heart Walk creates an environment that is fun and rewarding for the entire family. On Saturday, September 24, Cottage Health's team of 45 walkers participated and raised \$2,140 for the event. The team was organized by CH Benefits Administration.

### Breast Cancer Resource Center (BCRC)

This program targets high-risk, underserved women age 18-64 with limited or no access to preventative information and screenings to educate and improve their understanding of breast health, breast self-examination skills, and mammogram screenings. Women are connected to mammogram screenings through the California Breast & Cervical Cancer Detection Program (CDP) or, for those who fall slightly outside of the CDP income and age requirements (under age 40), the free BCRC Mammogram Program. BCRC annually connects 1,000 women with educational resources and 150 women with mammograms. Cottage Health provided a Community Partnership Grant in support of these services.

### California Highway Patrol's Every 15 Minutes Program

The Every 15 Minutes program is a two-day program focusing on high school juniors and seniors. The program challenges the participants to think about drinking, driving, personal safety, responsibility of making mature decisions and the impact their decisions make on family, friends and many others.

The program's name was derived from the fact that in the early 1990's, every 15 minutes, someone in the United States died in an alcohol-related traffic collision. However, with the implementation of new laws, grass roots programs like MADD, SADD, Friday Night Live and Every 15 Minutes, the death rate is now every 30 minutes, a figure that continues to be unacceptable.

An accident is staged at school, and the victims are transported to the hospital or coroner's office. The "Grim Reaper" removes a student from a classroom every 15 minutes, and they become the "living dead." An officer or counselor comes in the room and reads the student's obituary. Later in the day, they must place their tombstones in a temporary cemetery on campus. The following day there is an assembly to mourn the dead, and guest speakers talk about experiences with drinking and driving. It is a very intense program with retreats and much planning. The accident along with hospital, jail and court scenes are filmed and shown at the assembly.

The Santa Barbara County Sheriff's Department and the California Highway Patrol have brought this program to Dos Pueblos High School, San Marcos High School and Carpinteria High School. This is the twelfth year Goleta Valley Cottage Hospital's Emergency Department has participated in the filming process, and Santa Barbara Cottage Hospital Trauma Services coordinates and provides all moulage for the participants while coordinating the filming.

### California Highway Patrol's Start Smart

The Start Smart program is a cooperative effort between the California Highway Patrol (CHP), teen drivers, their parents and Santa Barbara Cottage Hospital Trauma Services. Trauma Services initially approached the CHP and offered to host the monthly class on Cottage Health campuses after hearing that the CHP was not able to accommodate all those seeking to attend the class due to the lack of a proper location. By meeting at Santa Barbara Cottage Hospital and Goleta Valley Cottage Hospital, the class size has tripled, and there are no longer teens and their parents being turned away due to lack of space. The goals for this program include helping young drivers and their parents/guardians understand the responsibilities associated with driving a motor vehicle. The program seeks to reduce the number of teen-related injuries and deaths due to collisions. This program is held at Goleta Valley Cottage Hospital monthly, and Trauma Service's staff assists with coordination of the program and provides speakers for the presentations.

### Carpinteria Children's Project (CCP)

Reaching families with children from pregnancy through third grade, this program focuses on ensuring that children in Carpinteria are healthy, safe, and thriving by connecting clients to existing services and programs and facilitating basic medical screenings where gaps exist in identified high need areas. CCP coordinates with partners to serve approximately 800 children and provide health insurance registration assistance, referrals to medical services, screenings for developmental, social, and emotional concerns as well as BMI, vision, and dental screenings. Funding goes towards two desired program results: 1)



children entering Kindergarten have a healthy BMI and 2) children entering Kindergarten have had at least one developmental screening. Cottage Health provided a Community Partnership Grant in support of these services.

### **CenCal Health's Kid Program**

Cottage Health has collaborated with CenCal Health to assist children and adults in obtaining appropriate non-emergent care. Case management and education is reviewed with the families to assist in the needs of the children at the time of the Emergency Department visit. CenCal is then notified regarding non-emergent care of patient, who then follow-up with the families to get them in touch with physicians or clinics in the community.

### **Central Coast Collaborative on Homelessness**

Central Coast Collaborative on Homelessness (C3H) is a county-wide, collective impact collaborative of government agencies, non-profit organizations, foundations, faith communities, business and community leaders, other community groups, and individuals who have experienced homelessness. C3H is under the fiscal umbrella of the United Way of Northern Santa Barbara County. Cottage Health provided a grant in support of these services.

### **Child Abuse Listening and Mediation (CALM)**

The OCC contracts with CALM to provide Reflective Practice groups and mental health consultation. Under a new outreach model called the Early Childhood Mental Health Consultation Program, and with funding provided by Cottage Health, CALM is able to place a consultant at the Orfalea Children's Center to provide supportive services to the children, families and teachers in our program.

### **Council on Alcoholism & Drug Abuse's Summit for Danny**

Each year in October, all ages hike the trails of local mountains to raise funds for the Daniel Bryant Youth and Family Treatment Center, the first outpatient treatment center for teens in Santa Barbara. The event was inspired by local executive, Bob Bryant, who wanted to turn tragedy into hope after the loss of his son Danny to a drug overdose.

The 14th Annual Summit for Danny Local Climb was on Saturday, October 29. Depending on fitness level, participants choose the climb that best suits their ability. All climbs begin and conclude from Manning Park in Montecito, which includes a celebration following the hike. Cottage Health sponsored the event and teams of employees participated.

### **Doctors Assisting Seniors at Home**

Doctors Assisting Seniors at Home (DASH) provides rapid-response medical care to adults in their own homes. Helping seniors avoid unnecessary hospital stays and trips to the emergency room, the program helps enrolled seniors to continue to see their regular doctors and specialists for routine care with the ability to call DASH for urgent problems. Cottage Health provided a grant for the Patient Assistance Fund through the St. Francis Foundation.

### Doctors Without Walls

Doctors Without Walls's Wrap Around Care Program (WACP) provides free, volunteer medical care for homeless and low-income populations through mobile clinics in parks and transitional facilities as well as advocacy and follow-up support through individualized care plans and patient navigators. Clinics are hosted on the same day and time of the week to give clients a sense of consistency and dependability, and volunteers build relationships and trust with clients, which help make clients more receptive to health care advice. Doctors Without Walls annually reaches more than 400 patients through WACP. Cottage Health provided a Community Partnership Grant in support of these services.

### Family Service Agency's Family Support Collaborative

Comprised of family resource centers in Santa Barbara, Isla Vista, and Santa Ynez Valley, the collaborative conducts follow-up child development home-visits to more than 250 at-risk families with newborn babies referred by Welcome Every Baby. In addition to evidence-based health, developmental, and social-emotional screenings, home-visits include parent education, referral to a medical home and other needed services, and insurance application assistance. Families receive follow-up and case management services as needed. Cottage Health provided a Community Partnership Grant in support of these services.

### Foodbank of Santa Barbara County

Diabetes Impact Group Program is a pilot program that provides free A1C diabetes screenings and a four-week educational class series for patients that identify as pre-diabetic or diabetic. Each class lasts 2.5 hours, and each patient returns home with a box of nutritionally appropriate foods for a diabetic patient. Santa Barbara Neighborhood Clinics also refers patients to the program, conducts the A1C test at the classes, and follows up with class attendees to connect them to a medical home. Cottage Health provided a Community Partnership Grant in support of these services.

### Homeless Coalition

The Homeless Coalition is a group of various community-based organizations that meet every Monday at Santa Barbara Cottage Hospital to discuss and collaborate on how to serve vulnerable homeless individuals with medical challenges in the community. The coalition focuses on increasing the community support available to this population, increasing medical compliance, and decreasing inappropriate hospitalizations. Medical Social Work, Case Management, and Parish Nursing serve on the coalition along with PATH, Rescue Mission, Doctors Without Walls, Behavioral Wellness, SB Public Health, Great Beginnings, and Restorative Policing.

### Jodi House's Hike, Walk & Roll

The Jodi House Hike, Walk & Roll for Brain Injury event is a fundraising event for Jodi House where participants, members, staff, volunteers, and community organizations join together to contribute to the welfare of those who have sustained a brain injury. SBCH Trauma Services attended to educate over 250 attendees on bicycle safety and the importance of wearing a safety helmet. Attendees received giveaways as well as information on Cottage Trauma Services helmet program and bicycle safety education.

### **Lions Sight & Hearing Center's Glaucoma & Hearing Screening**

The MacDougall Eye Center is the headquarters for the Lions Sight and Hearing Center. Besides the collection of used eyeglasses for worldwide distribution, the group also conducts free vision and hearing screening on Mondays and Thursdays at the MacDougall Eye Center in addition to local schools and community centers. They help to find and/or fund services needed by individuals unable to afford these services, as well as eyeglasses and hearing aid services.

### **Parkinson's Society Group**

This Cottage Rehabilitation Hospital program presents a class at the monthly Parkinson's Association meeting. The class addresses a variety of practical topics including exercises and strategies for better speech, voice, postural support, and respiratory strengthening. The classes ranged from 25-50 participants in 2016.

### **PATH Santa Barbara**

PATH Santa Barbara provides a 100-day program to help homeless residents access the tools and services needed to build necessary life skills fundamental to self-sufficiency. PATH Santa Barbara also provides 48,000 bed nights and serves up to 144,000 meals per year to homeless residents. Cottage Health provided a Care Transition Grant in support of respite beds.

### **PathPoint Behavioral Health**

This program provides clinical treatment for more than 250 adults with mental illnesses through a mobile team model, which includes two nurses, a psychiatrist, and mental health rehabilitation specialists. Aid takes the form of basic psychiatric medical care, psychological and behavioral therapy, and social and vocational skills training. In addition, one part-time registered nurse treats clients facing mental illness, trauma, substance abuse, and/or homelessness for basic medical care (e.g., wound care, disease management, etc.). Cottage Health provided a Community Partnership Grant in support of these services.

### **ReEmployAbility**

Cottage Health partners with ReEmployAbility to help injured Cottage Health workers return to work by partnering with local non-profits and providing modified duty jobs. This modified duty program allows employees time to heal, while staying engaged in the work environment. Remaining at work is a best practice that increases positive outcomes for both the physical and psychosocial aspects of being injured. The cost to the receiving organization is free, and employees continue to receive their regular earnings.

### **Sansum Clinic's Camp Wheez**

In August, five Neonatal Pediatric Respiratory Care Practitioner's (RCP's) from Cottage Children's Medical Center volunteered at Camp Wheez. Camp Wheez is a week long day camp for children in grades one through six with asthma. Campers learn about asthma while also participating in fun indoor and outdoor activities. They are taught how to manage their disease and live normal lives.

The RCP's manage the Lung Lab class at camp. This class educates children on how to monitor their asthma, signs and symptoms of an asthma exacerbation and asthma medication. The children were amazed by the lung model that was brought to class. It showed them what lungs look like and what happens during inhalation and exhalation. Fun games were played to create asthma action plans. They were instructed on how to use peak flow meters and how to use a tool to measure lung volumes, with each one given a monitor to take home. Different ways to administer their medications were discussed. The children also received a spacer, a device used to properly administer a metered dose inhaler.

### **Santa Barbara County Department of Social Services' Adult & Aging Network**

The Adult and Aging Network (AAN) collaborates, informs, and recommends services to older adults, disabled adults, their families and caregivers in Santa Barbara County. The AAN is a countywide committee that is chaired by two County Supervisors. The Network meets quarterly and includes Cottage Health representation from Trauma Services and Coast Caregiver Resource Center.

### **Santa Barbara County Education Office's (SBCEO) Health Linkages**

Through preschools and elementary schools, Health Linkages creates awareness of the importance of oral health and improves access to dental treatment and preventative services for 2,000 children in low-income families. Services include fluoride varnishes, insurance enrollment, case management, and access to safety net dental treatment dollars for those who are uninsured or underinsured to complete restorative treatment. Cottage Health provided a Community Partnership Grant in support of these services. Funding supported coordination, oral health education, dental screenings, restorative treatment, and case management services.

### **Santa Barbara County Education Office's (SBCEO) Partners in Education**

Partners in Education (PiE) is a non-profit organization with members from business, industry, government, elementary and secondary schools, community colleges, and four-year colleges. The mission of Partners in Education is to develop outstanding graduates in the Santa Barbara area. Efforts began in 1977 and core programs include Computers for Families, Career Education, Workforce Development, Technology Innovation in Education, Volunteer Recruitment and Coordination, and the Student Internship programs. Cottage Health's President and CEO is on Partners in Education's Board of Directors. Volunteer Services represents Cottage Health on the Career Education committee.

Partners in Education sponsors three breakfast meetings per year for members in the fall, winter and spring. The spring breakfast is an awards meeting, honoring students from Santa Barbara and Carpinteria High Schools for outstanding accomplishments.

Cottage Health has worked collaboratively with Partners in Education to support their program objectives, in an effort to enhance our community impact. Partners' mission is to connect businesses and individuals with schools and the organizations that serve them in order to help improve public education in ways that support a more vibrant economy, the health of our community and the well-being of local children and their families. To continue building upon this collaborative success, Cottage Health and Partners in Education has designed a volunteer recruitment model that streamlines our efforts in responding to Partners' volunteer requests. We have created a "Career Ambassador Program" within Cottage Health and facilitated by Cottage Health's Workforce Development, which is made-up of

Cottage Health employees who desire to take part in volunteer opportunities with Partners in Education. Over the last several years, Cottage Health employees have responded to the call and have volunteered their time to contribute towards this mission in various capacities. Cottage Health employees have contributed over 700 volunteer support hours since 2008. In 2016, Cottage Health employees volunteered for a cumulative 34 PiE engagements, totaling 145 hours, promoting healthcare careers.

### **Santa Barbara County Education Office's (SBCEO) Special Education Services**

The Orfalea Children's Center works with SBCEO's Special Education Division to provide educational services to students with disabilities who live within the boundaries of districts with 900 or fewer pupils. It also provides services to students with low incidence, severe or profound disabilities countywide, to students with disabilities in juvenile court schools, and to more than 700 preschool and infant children with developmental delays. Related services include speech/language instruction, orientation/mobility instruction, adapted physical education, counseling, occupational and physical therapy, nursing services, and specialized instruction in regular, resource, or special education classrooms.

### **Santa Barbara County Education Office's (SBCEO) Welcome Every Baby**

Welcome Every Baby Program (WEB) offers home-visits by a registered nurse within 48 hours of hospital discharge to all families with newborns. Home-visits include assessments of the mother and newborn, education, and referrals to services, including insurance application assistance. Indicators assessed include infant breastfeeding, nutritional needs of infant being met, periodic well-baby visits being completed, social isolation/lack of support for role as mother, symptoms of post-partum depression in mother, and developmental concerns present. WEB conducts approximately 1,100 home-visits per year. Cottage Health provided a Community Partnership Grant in support of these services.

### **Santa Barbara Kindergarten Readiness Network**

The Orfalea Children's Center (OCC) at Santa Barbara Cottage Hospital in collaboration with the Santa Barbara Unified School District and other network members is working in partnership to support families and the growth and development of children entering Santa Barbara Unified School District so that they enter kindergarten both academically and socio-emotionally ready and experience success in the school. The Network is comprised of Orfalea Children's Center in collaboration with the Santa Barbara Unified School District and other network members.

### **Santa Barbara Neighborhood Clinics**

Santa Barbara Neighborhood Clinics (SBNC) is a non-profit Federally Qualified Health Center (FQHC) dedicated to providing high quality, comprehensive, and affordable care. SBNC also provides information about obtaining health insurance coverage for people who are uninsured. SBNC has two dental clinics and four medical clinics. They offer family practice, women's health, pediatrics, case management for chronic illnesses, preventive care, HIV/Hepatitis C testing, and behavioral health services. Cottage Health provided a community grant in support of these services.

## **Sarah House**

Sarah House provides a home and end-of-life care for people with low income in addition to providing care to those living with AIDS. Services include private bedrooms in a shared living environment, nutritious, home cooked meals, and assistance in an atmosphere of unconditional kindness and comfort. Sarah House collaborates with local hospice providers, integrating high-quality medical care into a warm home setting. Cottage Health provided a Care Transition Grant in support of medical respite beds for the low-income population.

## **Senior Expo Santa Barbara**

The Senior Expo was on Wednesday, October 5 from 9:00 am to 1:00 p.m. at Earl Warren Showgrounds in Santa Barbara. Family Service Agency hosted this annual event with support from Cottage Health, Sansum Clinic, Visiting Nurse & Hospice Care, The Heritage House/The Oak Cottage of Santa Barbara, and others. For \$5, seniors received a flu shot, snack, fitness/balance testing, and access to more than 100 community agencies, organizations, and businesses who present a variety of products and services geared towards senior interests.

Cottage Health provided volunteers to help at the event, representatives from Cottage Health as exhibitors, and support for the flu shot clinic. Cottage Health departments with information tables included Parish Nursing, Cottage Rehabilitation Hospital, and Trauma Services.

## **Thresholds to Recovery's Sobering Center**

Thresholds to Recovery has operated the Sobering Center at the Faulding Hotel since its inception in 1994. The purpose of the Sobering Center is to provide an opportunity for public inebriates to become sober in a safe, alcohol-free environment voluntarily. Cottage Health provided a Care Transition Grant in support of these services.

## **United Way of Santa Barbara County**

### ***Day of Caring***

On Saturday, September 17, United Way of Santa Barbara County held its annual Day of Caring to raise pledges to support a local network of health, human, and community building services. More than 1,400 volunteers came together to help local non-profit agencies with hands-on work assignments from 8:30 a.m. to 1:00 p.m. Cottage Health had a 38 member team of employees from departments throughout the health system along with their family members and friends.

### ***Financial Support***

Cottage Health supports United Way of Santa Barbara County through one of the largest employee campaigns in the County. In 2016, the Employee Campaign raised \$147,243 from 551 employee donors with an average gift of \$288 per donor.

### ***Fun in the Sun***

The Fun in the Sun / Lunch Bunch program is a highly specialized summer enrichment program for at-risk children. The goals are to build positive self-esteem, behavior choices and provide quality educational enrichment with an emphasis in reading achievement. Lunch Bunch is an intentional time for volunteers to be a positive role model for the Fun in the Sun children.

Usually, the volunteers attend lunch bunch at the campus where Fun in the Sun is taking place. Cottage Health has developed a special program that brings Fun in the Sun to Santa Barbara Cottage Hospital, which enables employees to participate in the Lunch Bunch without leaving the hospital. The children who attend Fun in the Sun are from the neediest families in the Santa Barbara Community.

This year we focused on reading and asked each employee to donate a book that is appropriate for 1st - 6th graders. The children were encouraged to read aloud and were given the book to share with their families.

In 2016, we were able to tour and provide lunch for a total of 150 children. The children arrived at the hospital at 9:30 a.m., and they toured the hospital Kitchen, Radiology Department, Security / K 9 unit visit and were engaged in activities heightening their awareness of safety from the Trauma Services Department. This was followed by a meal in the Oak Park Gardens where employees "Lunch Buddies" read to the children after they had eaten. Each child was able to select a book to take home.

### Visiting Nurse & Hospice Care's Serenity House

Serenity House is an 18-bed inpatient hospice house that provides care for hospice patients whose needs cannot be met at home. Serenity House provides round-the-clock medical care from a team of specially trained doctors, a nurse practitioner, nurses, social workers, spiritual counselors, hospice aides, and volunteers that support emotional, spiritual, and practical concerns. Cottage Health provided a Care Transition Grant in support of these services for low-income and non-funded patients.

### Vision y Compromiso

Vision y Compromiso is a national non-profit promotores network that holds an annual conference designed to facilitate training, collaboration, and networking amongst Promotores in California. Cottage Health provided scholarships for local Promotores, or Spanish health advocates, to attend this fall conference. In 2016, these scholarships allowed for sixty Promotores from Santa Barbara County to attend the conference. 10.

### William Sansum Diabetes Center

Mobile Screening Program is a pilot program that provides free A1C diabetes screenings at Foodbank of Santa Barbara County sites and an educational class series for patients identified with high A1C values. All patients are immediately offered the opportunity to sign-up for an appointment with a primary care provider at Santa Barbara Neighborhood Clinics. Cottage Health provided a Community Partnership Grant in support of these services.

### Willbridge

Willbridge's program focuses on rebuilding self-confidence, self-esteem, and self-respect for the homeless and mentally ill. Structure, discipline, peer accountability, and self-accountability aid in reintroducing people to interactive and fruitful daily lives. Cottage Health provided a Care Transition Grant in support of transitional beds for people who are homeless and seeking recovery with community reentry.



## Health Education & Research

### California State University Channel Islands Nursing Program at Cottage Health

The California State University Channel Islands Nursing Program at Cottage Health (CI Nursing Program at Cottage) is the first Bachelor of Science in Nursing (BSN) program in Santa Barbara County. The program aims to educate nurses who will care for Santa Barbara County communities for decades to come. Students residing in Santa Barbara County are prioritized for admission and are considered even higher priority if they have successfully completed a regional high school health or bioscience academy.

The program enrolls up to 66 students every year and almost all of the students are local residents. Students are divided into three cohorts comprising first year, second year, and third year students. Between 2014 and 2016, 55 students have graduated from the program, and Cottage Health has successfully recruited 40 of these graduates. Other graduates are working with healthcare providers in Santa Barbara and Ventura Counties.

Cottage Health continues to value the exceptional education offered by the CI Nursing Program at Cottage. In the 2015/2016 academic year, 100% of graduates who took their licensure exams passed on their first attempt. This places the university in the top 10% of the 127 nursing programs in California. Additionally, Cottage Health's nursing leadership sees the quality of the curriculum and simulation lab education during students' clinical rotations. Every semester, students complete mentored rotations in patient care units, and clinical managers consistently say that the students are talented, dedicated and well-prepared to assist as caregivers.

Students who already live in Santa Barbara County are known to be much more likely to make career commitments to Cottage Health. Many nurses who spend their careers at Cottage Health will pursue certifications in specialized service lines; become nurse educators; and fulfill other vital leadership roles. Some may seek Masters- and even Doctoral-level training, and serve as our region's nursing professors. All of these steps are critical underpinnings of Cottage Health's nursing vision.

In order to ensure that the program remains affordable for low-, moderate-, and middle-income students, Cottage Health subsidized the program at the level of \$10,700 per student in 2016.

### Graduate Medical Education

Santa Barbara Cottage Hospital's diverse range of cases and venues provides incredible opportunities for learning through the Graduate Medical Education program for medical residents. Residents take on significant responsibilities for patient care and are always supported by attending physicians. Internal medicine and surgery residents staff a county-operated ambulatory care facility with primary care and referral clinics to accommodate the needs of low-income patients. Any patient who is seen at this facility and requires hospitalization is admitted to Santa Barbara Cottage Hospital and cared for by residents. The diverse student body is recruited from prestigious medical schools across the United States and abroad.



### Medical Research Grants

The Cottage Health Research Grant Program, supported by the Cottage Health Research Institute (CHRI), promotes educational activities related to medical research and facilitates quality medical research by providing financial and grants preparation support for proposed research projects affiliated with Cottage Health. In 2016, Cottage Health Research Institute provided \$62,298 in grants on the following topics:

- Cystic Fibrosis
- Neurology
- Orthopedic Surgery
- Pulmonary Hypertension

### SAGE Medical Library

SAGE Medical Library is the largest medical library between Los Angeles and San Francisco – and the only one open to the public. It serves the entire Santa Barbara community including physicians, hospital staff, patients, students, medical researchers, and the public. SAGE Medical Library offers the following services:

- 24/7/365 availability for employees
- 2 librarians with Masters of Library Science degrees to help with searches and training
- 3 conference rooms with laptops and video screens for collaboration and video conferencing
- 2 computers for public use
- Over 1,200 online medical and nursing books
- Over 700 more journals available through online medical databases
- Over 700 medical and nursing reference textbooks
- Member of the National Network of Libraries
- Patient and public access available Monday – Friday, 8 a.m. – 5 p.m.

### San Marcos High School's Health Careers Academy

San Marcos High School's Health Careers Academy began in 2001 and has been a vital program in the community, educating students who have a desire to go into the medical field. The Health Careers Academy is a three-year program that offers courses at San Marcos High School and Santa Barbara City College. The students have hands-on experience at nursing homes and assisted living facilities and conclude the course with a nine-week internship at Santa Barbara Cottage Hospital.

The program includes a hands-on classroom, for which Santa Barbara Cottage Hospital assisted in acquiring hospital equipment, including hospital beds, wheelchairs, patient lifts, and many other miscellaneous supplies. This has been a great help in educating the students on learning the proper use of various medical equipment prior to working with patients.

Each year, 15 students, who have received their Certified Nursing Assistant degree, will volunteer in the hospital in two-hour shifts over a nine-week period. Students rotate between several Santa Barbara Cottage Hospital units, including Orthopedics, Oncology, NICU, Mother Infant Care, Neurology, Surgical Trauma, Pulmonary, Renal & Infectious Diseases (PRI), Endoscopy, Cottage Rehabilitation Hospital and

Telemetry. Because the students have their CNA degrees, they are able to take vitals and assist with hands-on patient care.

As of December 2016, the Health Careers Academy Program graduated 422 students and 214 of those students graduated as Certified Nursing Assistants. Students have gone into nursing programs, medical schools, United States Armed Forces, and various areas of other medical service. At this time, 25 of these students are now employed at Cottage Health. As students continue to receive their degrees, Cottage Health looks forward to more returning as employees.

### **Santa Barbara City College's Nursing Program**

Students at Santa Barbara City College in the Vocational Nursing Program (LVN) and Associate Degree in Nursing (ADN) Program collaborate with Cottage Health to help their education. Students provide education and services for Cottage Health's outreach programs. Students assist at flu shot clinics by providing education to fair attendees and by practicing their training by taking blood pressures and community . Students provided flu shots at Cottage Health's community clinics with professor oversight.

### **Scholarships for Medical Education**

Six exceptional candidates were awarded scholarships at the 2016 Santa Ynez Valley Cottage Hospital Auxiliary's annual luncheon held at the Santa Ynez Valley Historical Museum. The students each received \$3,000 to continue their education in the medical field.

## Future Direction

Cottage Health's hospitals have sought to improve the health outcomes of patients and community members in Santa Barbara County for more than 125 years. Community outreach programs and strategies have been ongoing in the priority health areas of access to care, chronic conditions, food insecurity, housing insecurity and mental health for many years. With a new focus on population health, Cottage Health will continue to serve the community through these long-standing community benefit strategies, while seeking opportunities to align these efforts with broader initiatives and priority areas. In addition, new key programs and strategies will address these priority areas through a population health approach.

Cottage Health will promote significant population health improvements among patient, community, and insured populations focusing on vulnerable demographics (*e.g.*, homeless, language barriers, low-income, no high school degree, Medi-Cal, and children) and using evidence-based programs and policies. Key programs will target these often-overlapping populations through the following intervention approaches:

- Patient interventions will emphasize an uptake of primary care services, improved care coordination and chronic disease management, and partnerships with community organizations to decrease preventable hospitalizations and readmissions.
- Community interventions will focus on disease prevention and health promotion programs and policies and approaches targeting underlying risks, such as substance abuse, diet and sedentary lifestyles, and social and environmental factors/determinants.
- Insured population interventions will include partnerships with employers and insurers for improved cost management, quality of care and population health outcomes.

New key programs will include the Cottage Health Cultural & Linguistic Program, Medical Respite Program with PATH Santa Barbara, Behavioral Health Collaborative, School-based Behavioral Health Program, expanded Post-Acute Telephone Treatment Help (PATTH) Program, and Health Leads.

These programs and strategies will become leading components of our community benefit work and will follow the population health model — backed by science, focused on systems change and supported by strong community partnerships. Through this approach, Cottage Health will prioritize, select, implement and evaluate interventions addressing root causes and improving the health of the community in sustainable ways.